

# Local county contact information:

Gray Davis, Governor  
State of California

Grantland Johnson, Secretary  
Health and Human Services Agency

Curtis L. Child, Director  
California Department of Child Support Services



PUB 312

## California Department of Child Support Services

FREE  
SERVICES!



## Customer Service Here to Help You



## Improved Child Support Services For You

### What's new about child support customer service?

The California Department of Child Support Services has given additional staff and resources to each county Department of Child Support Services to improve customer service. These services are free of charge. What does this mean for you?

### You can expect the following from your county Department of Child Support Services:

- Improved service from the case workers and staff.
- A chance to have your complaint taken care of quickly and effectively.
- Formal complaint resolution process.
- Increased community services.

### How do you get help?

You can contact the county Department of Child Support Services to find out more about the available services.



## Ombudsperson Program Here To Help YOU

### Who is the Ombudsperson?

The Ombudsperson helps you resolve issues with your child support case, explains your rights and responsibilities, and tells you the ways you can get child support services.

### What are the Ombudsperson's Responsibilities?

- To help you with child support issues.
- To assist you in understanding the complaint process before, during, and after the complaint is filed.
- To assist you in preparing for a State Hearing.

